

The Fortinet logo, featuring the word "FORTINET" in a bold, black, sans-serif font. The letter "O" is replaced by a red square icon with a white grid pattern. A registered trademark symbol (®) is located at the end of the word.

**FORTINET®**

# FortiCare 360° Services

*High Performance Network Security*



#1 World Wide  
Security Support Organisation

+600  
FortiCare  
Engineers

Expertise & know-how

# FortiCare 360° Global Services



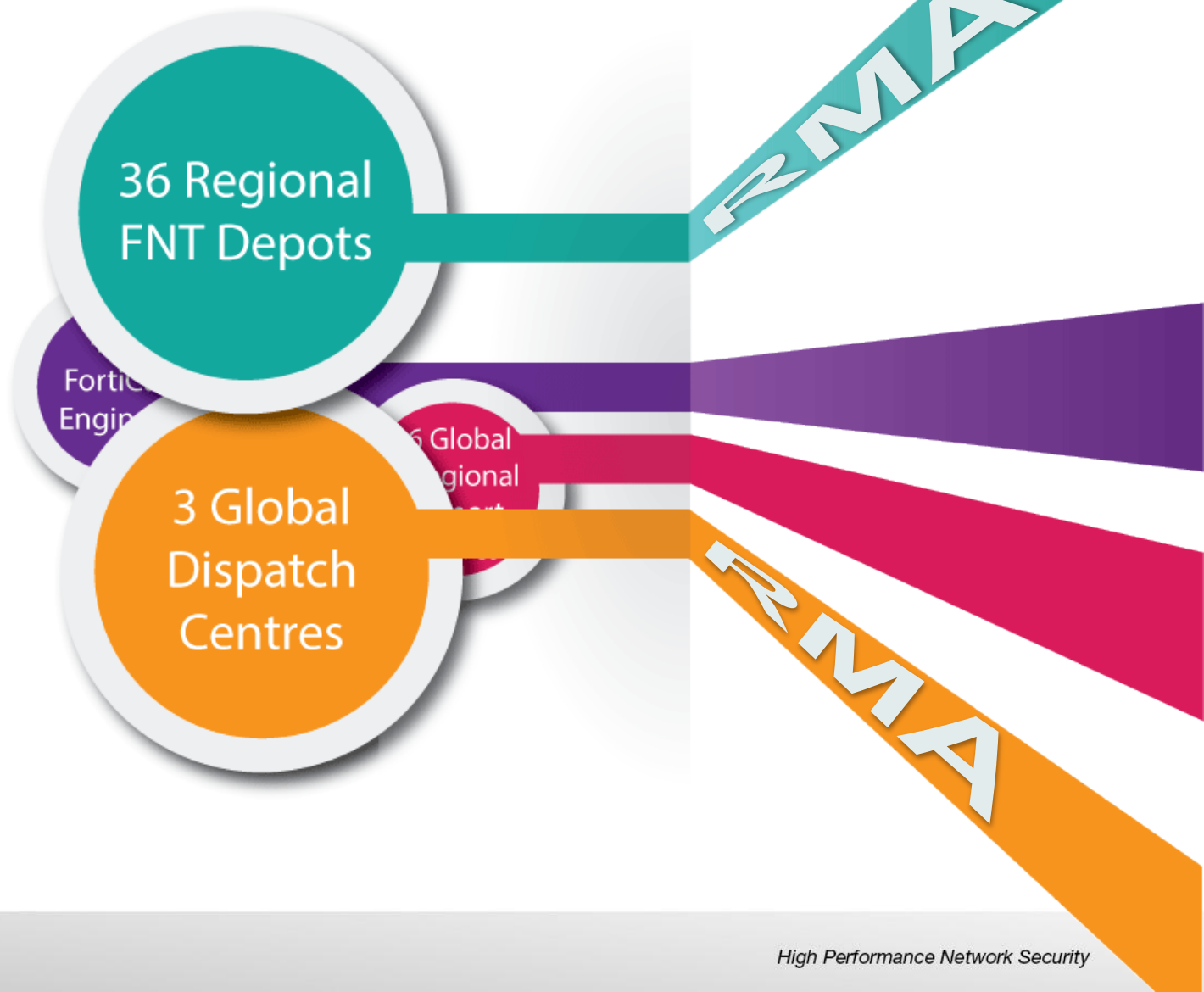
#1 World Wide  
Security Support Organisation



Global presence

# FortiCare 360° Global Services

#1 World Wide  
Security Support Organisation



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#1 World Wide  
Security Support Organisation



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#1 World Wide  
Security Support Organisation



# 360° Global TAC Coverage



**Regional COE**  
Sophia Antipolis

**Regional TAC**  
Bangalore  
Dubai  
Frankfurt  
London  
Prague

**Regional COE**  
Vancouver

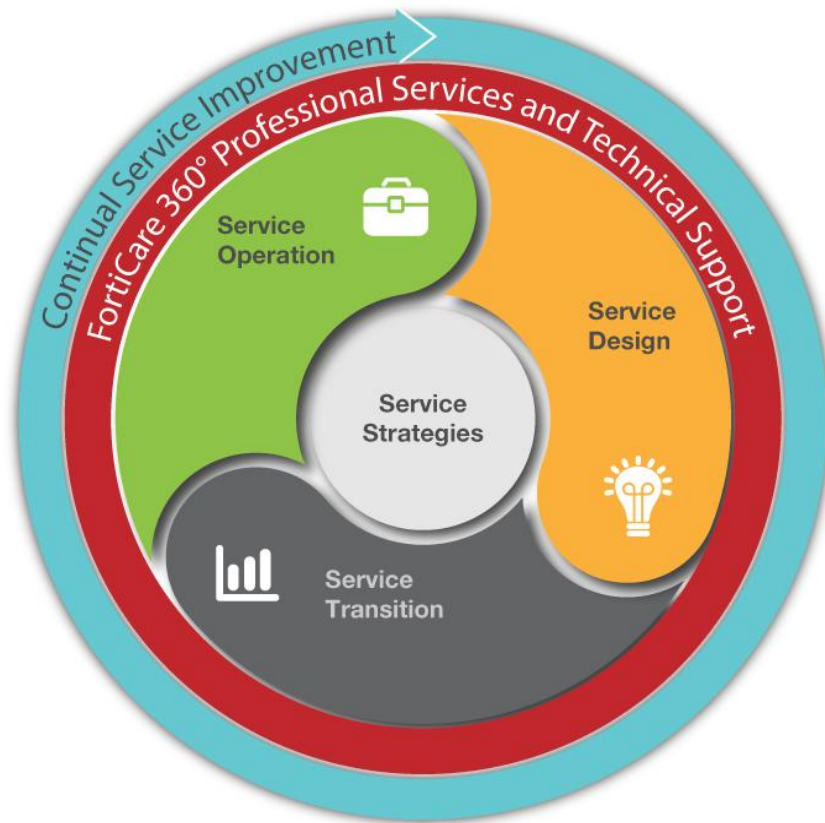
**Regional TAC**  
Dallas  
Mexico City  
Miami  
New York  
Ottawa

**Regional COE**  
Kuala Lumpur

**Regional TAC**  
Beijing  
Sydney  
Tokyo



# FortiCare 360° Lifecycle Services



Technical Support

Premium Support

Design & Implementation

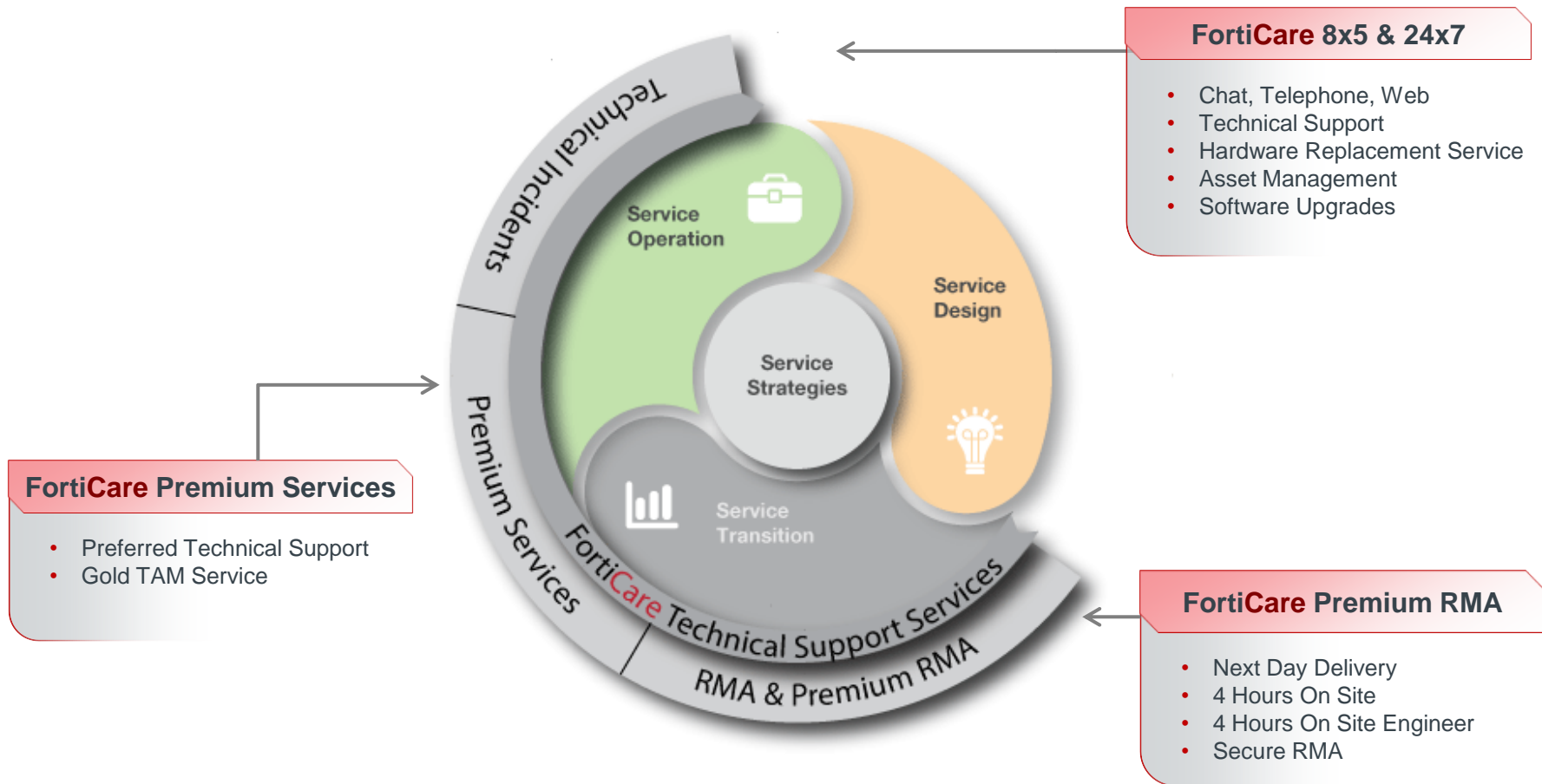
Firewall Migration

Operational Assistance

Be-spoke Services



# FortiCare Technical Support Services

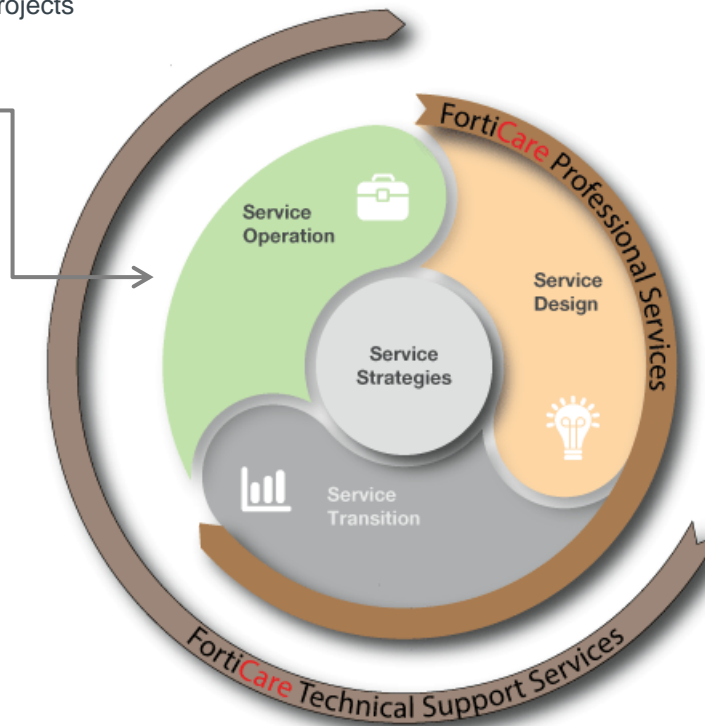


# FortiCare Preferred Technical Support



## Target

- Focus for Infrastructure Projects
- New Fortinet Customers



## Designated Engineer

- Incident Handling
- Ease of Contact
- Understanding your products
- Designated Support Team

## Account Plan

- Escalation Matrix
- Sharing Technical Information
- Improved Incident Handling

# FortiCare TAM Service



## Incident Management

- Direct Telephone Access
- Premium Service SLA
- Escalation Matrix
- Weekly Ticket Reviews

## Reviews & Reporting

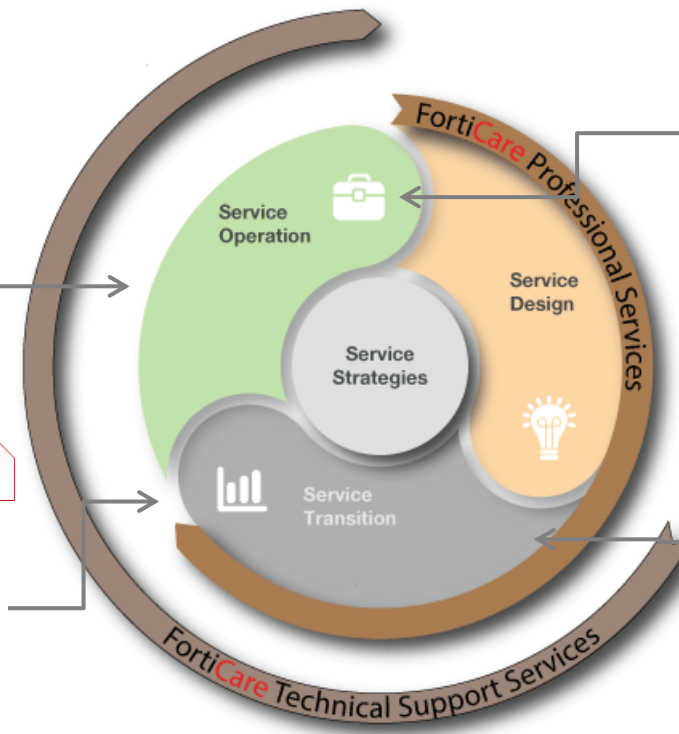
- Regular Operational Reviews
- Quarterly On-Site Visits
- Monthly Reporting
- Quarterly Reporting
- EOL Tracking
- 90 Day Planning

## Proactive Services

- Best Practice Advice
- Software Recommendation
- Migration Testing
- Bug Scrubbing for Upgrades
- KPI Product Thresholds
- RCA Reports
- Notification of Critical Incidents

## Extended Support

- 18 months Extended Support
- Assistance long migration cycles



# FortiCare Design Services

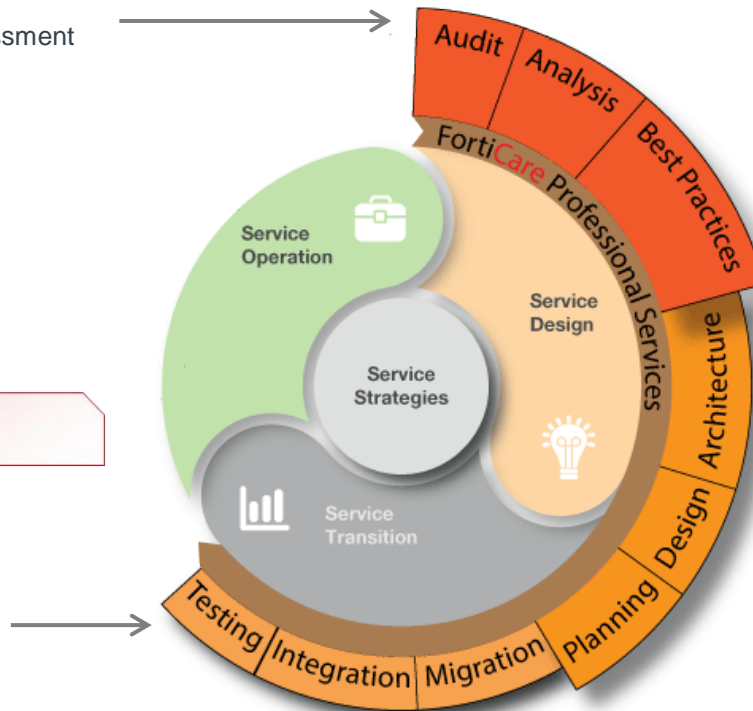


## Assessment & Advisory

- Security audit
- Traffic analysis & profiling
- Design & Configuration assessment
- Best practices advisory

## Implementation

- Design authority
- Testing
- Proof of Concept
- Pilot Planning
- Resident Engineer
- Bespoke Services



## Design

- High Level Design  
Architecture  
Services  
Methodology
- Low level design  
Network Addressing  
Routing Topology  
Firewall Rules & Policies
- Test & Acceptance Plan

# FortiCare Firewall Migration Service



## Assessment & Requirements

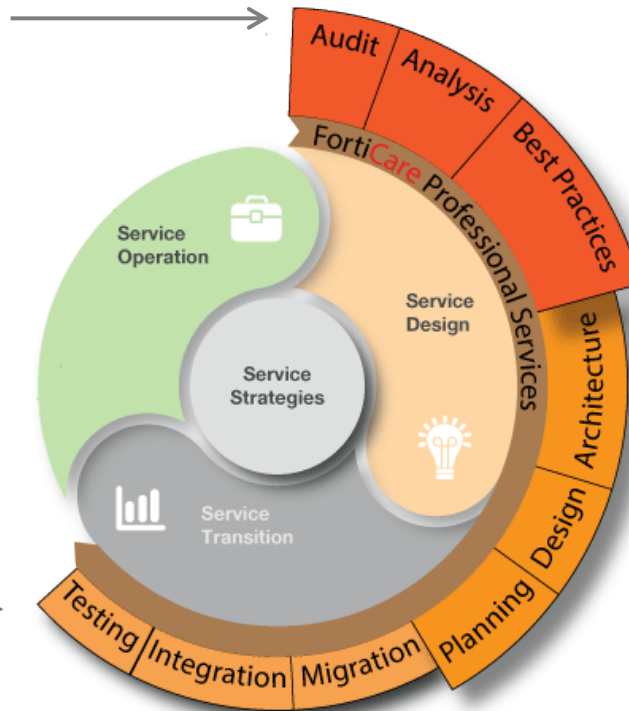
- Define Design Objective
- Assess Existing Configuration
- Agree Methodology
- Optimize Configuration

## Migration & Acceptance

- Migration Plan Methodology
- Cutover Verification Testing
- Perform Cutover
- Acceptance Testing
- Validation & Acceptance
- Operational Knowledge Transfer

## Planning & Design

- Convert Existing Configuration
- Translate rule set
- Verify configuration
- Pre-Staging & Review
- Acceptance Test Methodology



# FortiCare Security Analysis Services



## Target

- Project Deployments
- Assured Mitigation Strategy
- FortiDDoS & FortiWeb

## Analysis

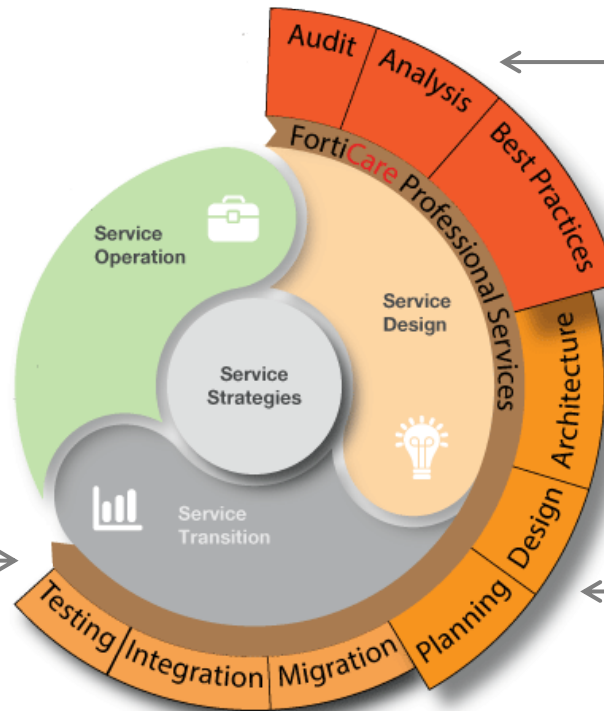
- Understand Objectives
- Identify Key Services
- Assess Operational Traffic

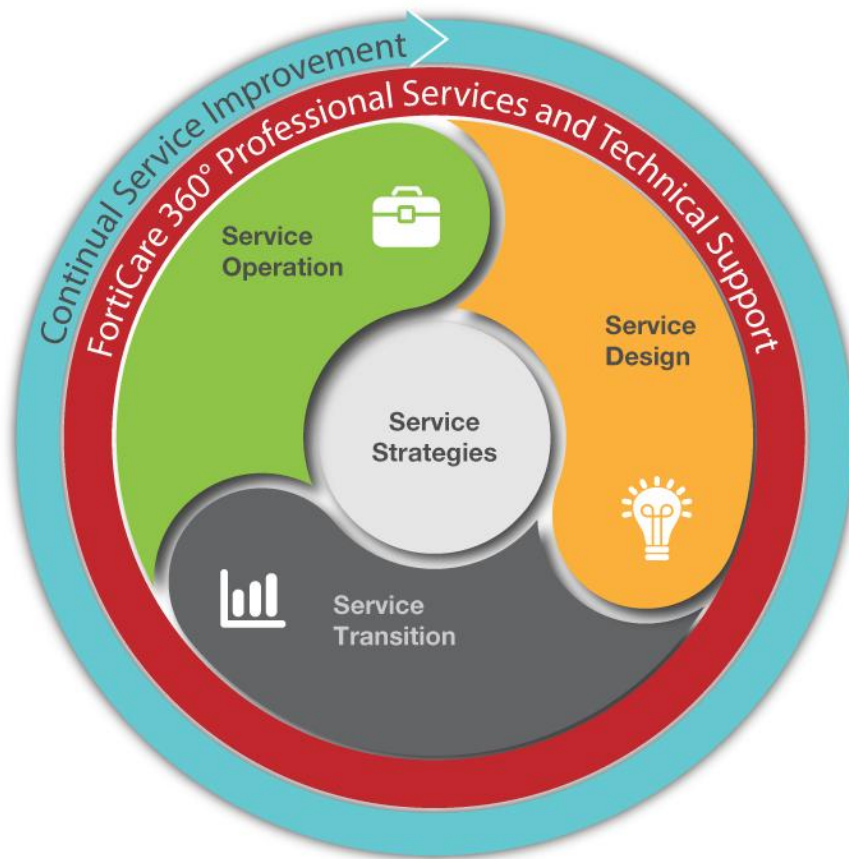
## Evaluation & Transition

- Review & Modify
- Validate Recommendation
- Production Transition

## Best Practice Advice

- Recommend Security Profile
- Implement & Evaluate
- Log & Traffic Assessment





Our Global Security  
Experts at your Service



# FortiCare 360° Services Quick Summary



Preferred Technical Support	Designated Technical Support Engineer for 6 months, includes an Account Plan to share information and facilitate ticket handling.	SD & DataSheet
Gold Premium TAM Services	Assigned TAM for 12 months as well as a range of services including Premium SLAs, Service Reporting, Software Upgrade Testing, Alerting and Best Practice Advice.	SD & DataSheet
Security Analysis Services	Production & verification of a configuration profile designed for the customer's environment. Available for FortiWeb and FortiDDoS	SD & Datasheet
Firewall Migration Service	Bespoke service, requires a quote per engagement. Provides for design analysis, configuration conversion, acceptance test phase and attendance on site (if required) for the transition to production of the new firewall. May include a knowledge transfer for operational teams. On-site activity incurs travel expenses.	Migration Methodology Datasheet (Juniper, Cisco, Checkpoint)
Design Services	Bespoke service, requires a quote per engagement. Can include all elements of a design from concept, high and low level design, implementation and acceptance. This can also include a knowledge transfer and on-site activity as per the customer's requirement. On-site travel incurs travel expenses.	
Resident Engineer Service	A dedicated Technical Support Engineer either on site or remotely (for either 6 or 12 months) to assist with operational activities such as configuration implementation, troubleshooting, raising technical incidents, upgrading software.	SD

v2.5 : 24<sup>th</sup> July 2015